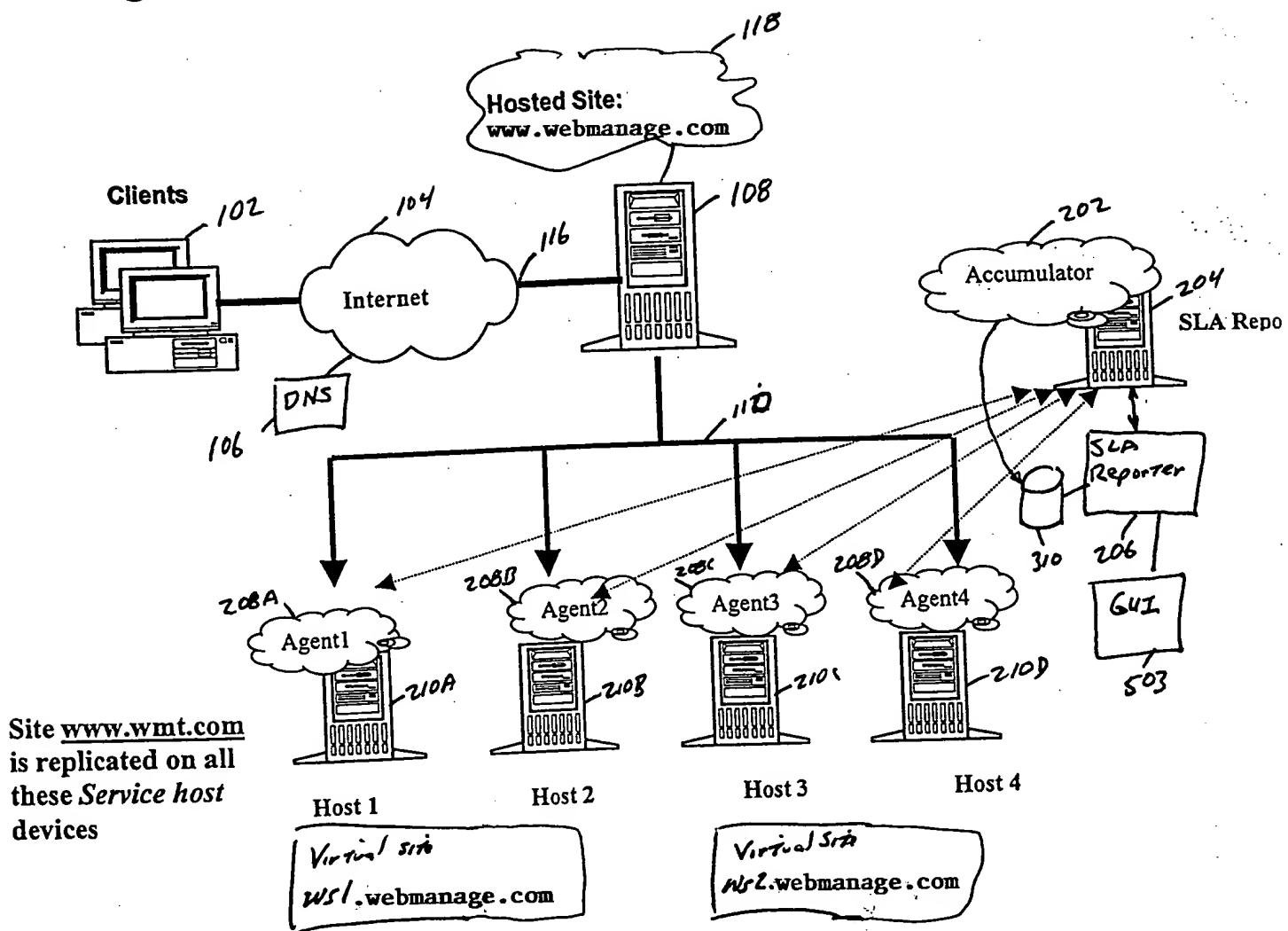


Fig. 1



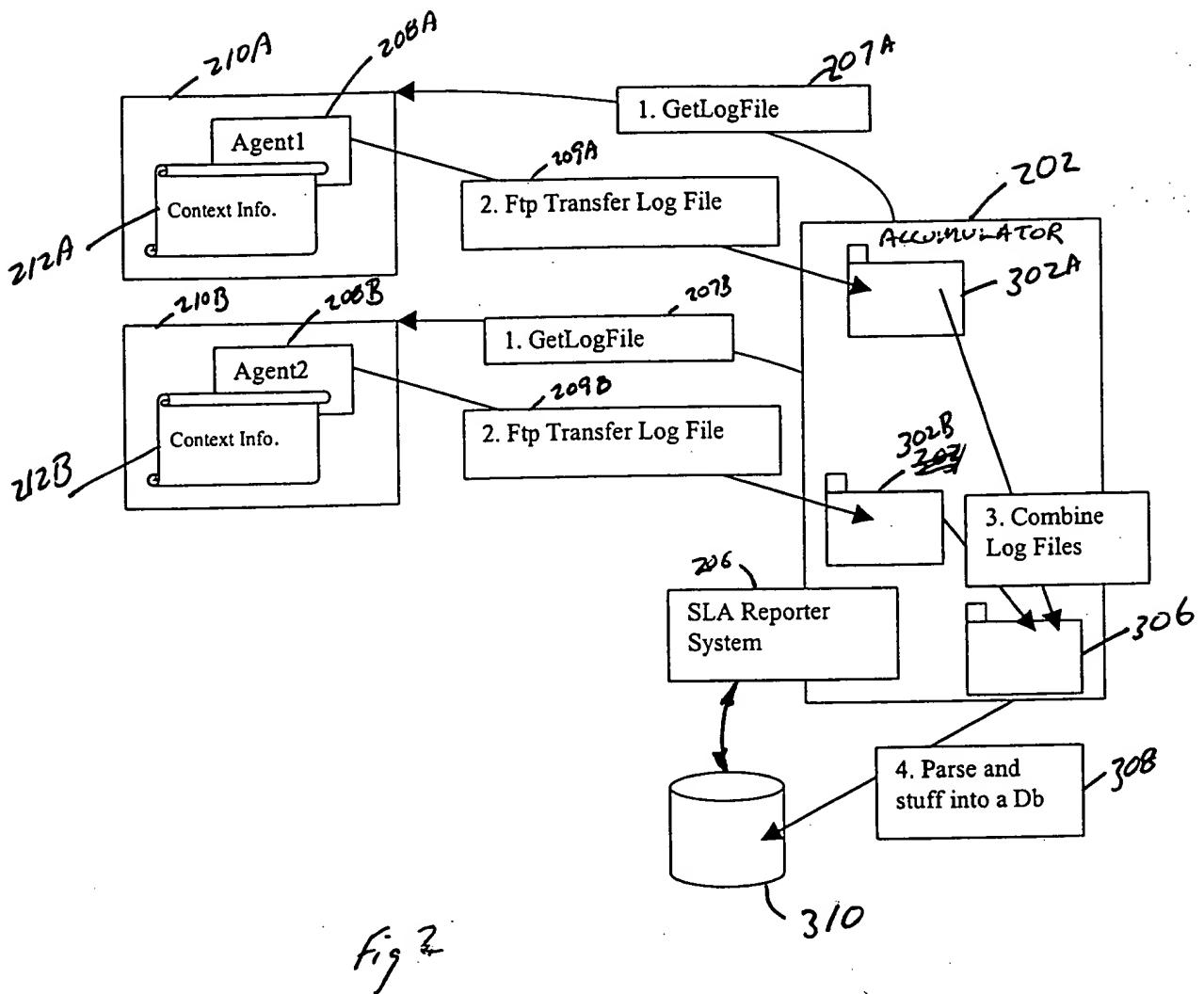


Fig. 3

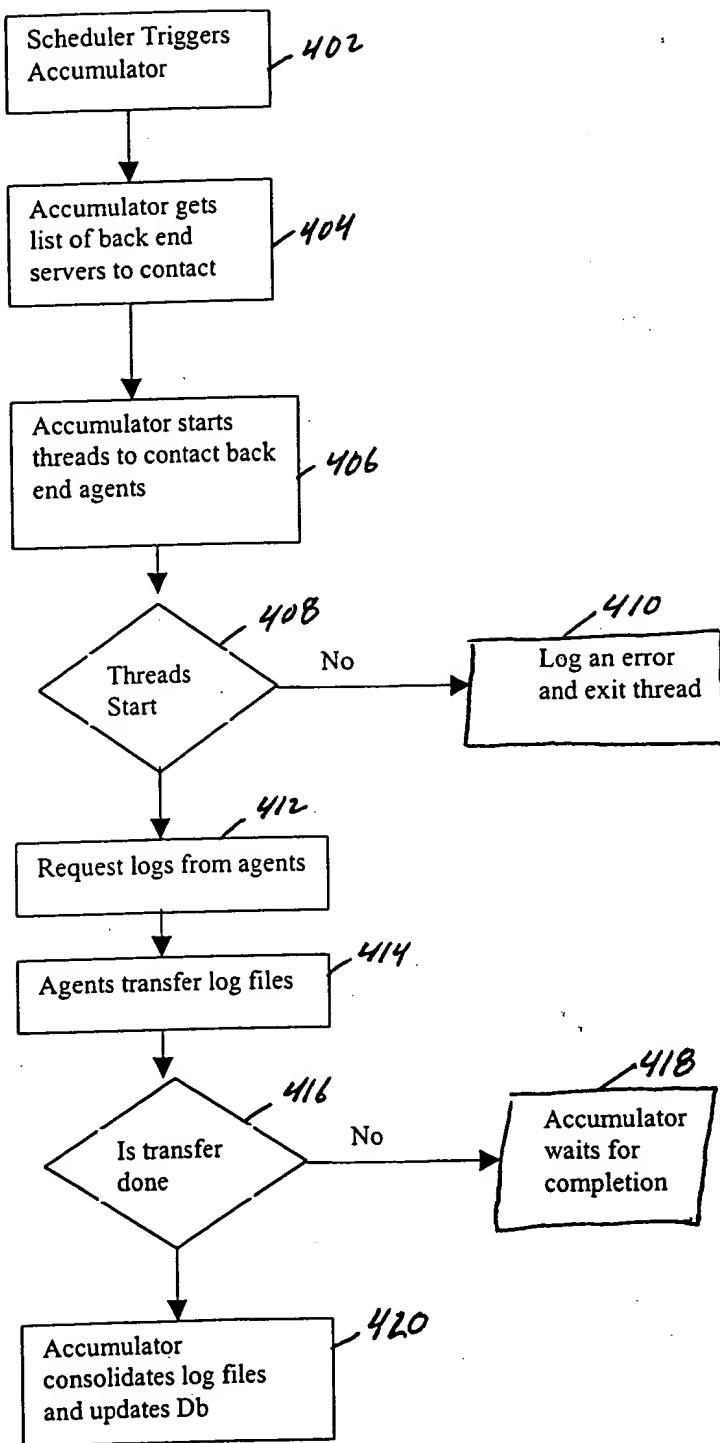
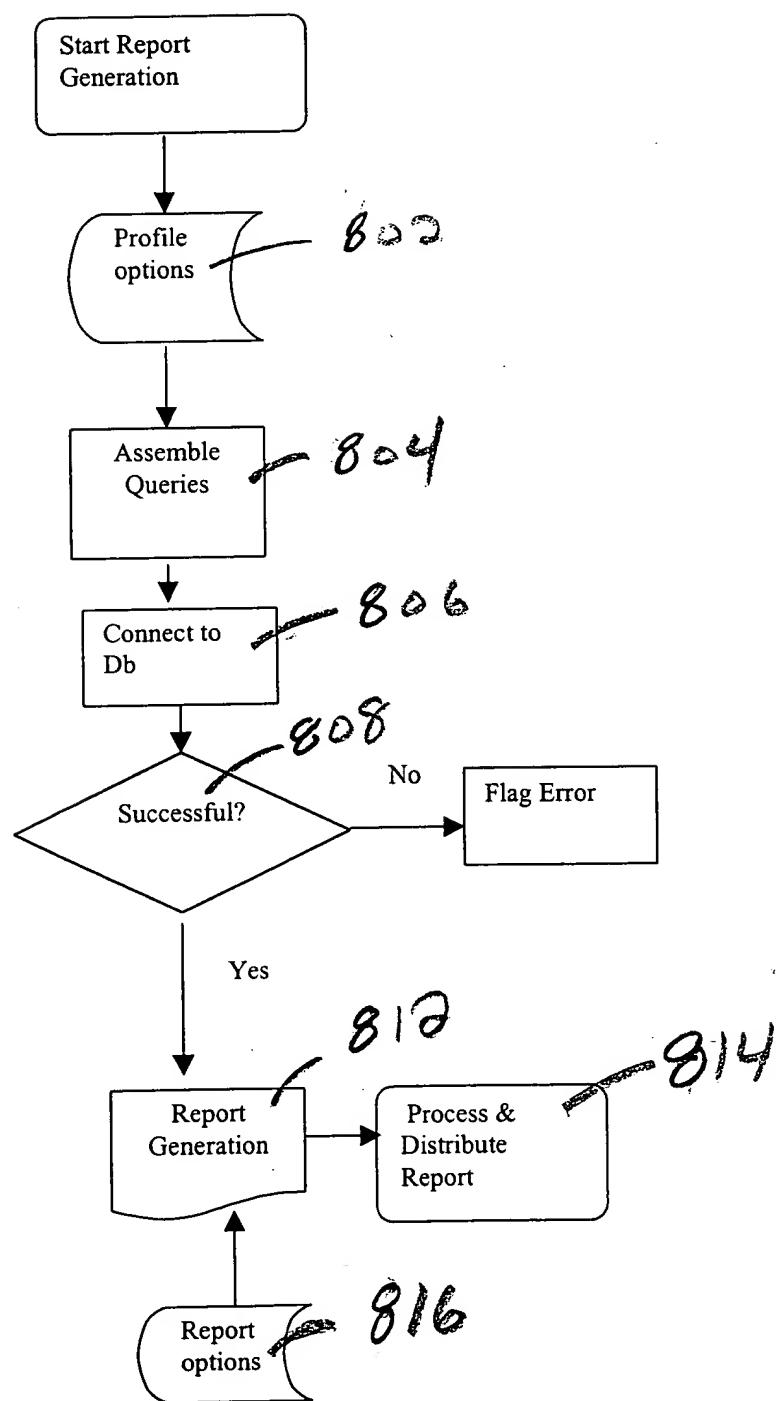


Fig. 4



URL Based SLA Query URL Based SLA Query

Fig. 5A

URL Based SLA Query									
Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation	
1 Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3	
2 Default Page /index.html	36	19	5	8	-60	3	3	0	
3 Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3	
4 About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100	
5 Main page /main.html	4	2	5	3	+40	8	0	+100	
6 Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3	
Total	92	64							

Back-end Virtual Site Based SLA Back-end Virtual Site Based SLA

Fig. 5B

Back-end Virtual Site Based SLA							
Virtual Site Name/IP		Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1 Ws1.bu.edu		5	1	+80	3	2	+33.3
2 Ws1.wmt.edu		5	1	+80	3	2	+33.3
3 Ws2.bu.edu		5	3	+40	3	0	+100
4 Ws2.wmt.com		5	4	+20	3	1	+60

Back-end Server Based SLA Back-end Server Based SLA

Fig. 5C

Back-end Server Based SLA							
Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual Error Rate	% Deviation
1 Server1	Platinum	5	1	+80	3	2	+33.3
2 Server2	Platinum	5	8	-60	6	10	-66.6

Total Bandwidth Total Bandwidth

Fig. 5D

Total Bandwidth			
Bandwidth Subscribed(KB)		Actual Bandwidth (KB)	% Deviation
1 9000		7900	+12.2

Bandwidth Utilized by each Backend Server Bandwidth Utilized by each Backend Server

Fig. 5c

Bandwidth Utilized by each Backend Server			
	Virtual SiteName/IP	Backend Web Server	
		Bandwidth (KB)	
1	Ws1.wmt.com	Server1	1200
2	Ws1.bu.edu	Server1	2300
3	Ws2.wmt.com	Server2	3400
4	Ws2.bu.edu	Server2	1000
	Total		7900

Class Based SLA Class Based SLA

Fig. 5d

Class Based SLA							
	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed ErrorRate	Actual ErrorRate	% Deviation
1	Platinum	5	3	+40	3	0	+100
2	Gold	5	4	+20	3	4	-20
3	Silver	5	5	0	3	2	+33.3

User Based SLA Query User Based SLA Query most popular visitors to your site.

Fig. 5e

User Based SLA Query							
	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate
1	IBM	Gold	5	2	+60	3	1
2	Microsoft	Gold	5	6	-20	6	3
3	INTEL	Platinum	9	5	+44.4	8	5